

AUTOMATIC IDENTIFICATION OF TELEPHONE CALLERS BASED ON VOICE CHARACTERISTICS

ABSTRACT OF THE DISCLOSURE

A method and apparatus are provided for
5 identifying a caller of a call from the caller to a
recipient. A voice input is received from the
caller, and characteristics of the voice input are
applied to a plurality of acoustic models, which
include a generic acoustic model and acoustic models
10 of any previously identified callers, to obtain a
plurality of respective acoustic scores. The caller
is identified as one of the previously identified
callers or as a new caller based on the plurality of
acoustic scores. If the caller is identified as a
15 new caller, a new acoustic model is generated for the
new caller, which is specific to the new caller.